```
 _____                                           _____
| PROCEDURE:  3001 |        SOFTWARE SUPPORT               | DATE: 07/31/79 |
|_____|                                          |_____|
```

```
 _____
| TITLE:   Procedures for Requesting Services From Software Support        |
|                                                                          |
|_____|
```

```
 _____
| Purpose |
|_____|
```

To establish the procedures for requesting services from the Software
Support Subdivision.

```
 _____
| Written Request   |
|_____|
```

Requests for services which require more than informational or referral
answers must be submitted in writing on a Technical Assistance Request
form to the Manager of Software Support.

All pertinent documentation such as listings, JCL, dumps, and run output
must accompany the request form.

Requests for disk space, or tape generation groups must be in writing on
the Data Space Request form.

```
 _____
| Verbal Request    |
|_____|
```

Verbal requests for information or reference will be accepted, however,
if the request will require extensive research or in the judgement of
the person handling the request a considerable amount of time, a
Technical Assistance Request form will be required.